

Minutes From a Meeting of the Concordia Council on Student Life
Held on October 27th, 2006
SGW Campus H 762 10:00 am

PRESENT: Mr. Keith Pruden, Chair, Ms. Beverley-Ann Morris, Secretary, Ms. A. Arrizza, Mr. N. Bleser, Ms. C. Boujaklian, Ms. D. Caputo, Mr. R. Côté, Mr. W. Curran, Ms. M. Drew, Mr. A. Ferrero, Dr. S. M. Graub, Ms. I. Lacelle, Ms. L. Lipscombe, Mr. O. Moran, Ms. A. Novoa, Mr. R. Schieir, Ms. K. Sheahan, Mr. M. Small, Ms. L. Stanbra, Mr. N. Stewart, Ms. B. St-Laurent, Ms. L. Toscano, Mr. M. Venema, Ms. R. Wangechi, Ms. R. R. Zhu

ABSENT WITH REGRETS: Ms. J. DeCubellis, Dr. F. Shaver, Dr. M. Mulrennan

ABSENT: Mr. J. Brisebois, Ms. K. Hedrich

1. APPROVAL OF AGENDA
- 2.

The Chair called the meeting to order by welcoming Council back. A motion to approve the agenda was made by Mr. Stewart and seconded by Mr. Small.

The motion was carried unanimously

3. REMARKS FROM THE CHAIR

Mr. Pruden introduced himself and welcomed new Council members. At the suggestion of the Chair, Council proceeded to introduce themselves and name their respective departments. The Chair advised Council that both Faculty reps sent their regrets and he expressed his hope that they will both be present at the next meeting. He informed the new members that meetings tended to be informal and there is a basic procedure for recognizing speakers. He added that frequently there are a number of issues to be discussed and so Council tries to stay on point as much as possible.

4. APPROVAL OF MINUTES FROM THE MEETING OF MAY 5th, 2006

A motion to approve the minutes was made by Ms. Drew and seconded by Mr. Côté.

The motion was carried unanimously

5. BUSINESS ARISING FROM THE MINUTES

The Chair suggested that Council discuss the composition and chairpersonship of the Budget and Funding subcommittee and he asked Mr. Côté to speak on the matter.

Mr. Côté welcomed new members to CCSL and referred them to the last paragraph of the minutes from May 5th, 2006. He explained that the idea of the subcommittee resulted from discussions on the Student Services fees. It was important to set up a subcommittee

to explore alternative sources of revenues and make recommendations to CCSL. He explained that CCSL approves and recommends the Student Services operating budget and Student Services fees to the University Board of Governors (BOG). The composition of the subcommittee is to be uniform among CCSL members, with one member as the Chairperson. It was suggested last May that Mr. Côté Chair the subcommittee however, due to recent organizational shifts in the services sector, Mr. Côté now feels that it would be best to have another member Chair the subcommittee. He added that at some point, Council might be required to discuss his position as a voting member altogether, given his new work position as VP Enrollment and Student Services.

The Chair opened the floor to a discussion on the subject, giving new members the opportunity to become familiar with the issue. He indicated that the actual constitution of the subcommittee could be done at the following meeting.

Mr. Bleser asked whether it was too late to follow through on the suggestion made by Mr. Farrington to bring a motion to the BOG to allow the University to go over-budget, as other universities have done, and have the extra money go to Student Services rather than lobbying the University for money. Mr. Côté explained that the subcommittee could make that recommendation to CCSL and, that in order to make a recommendation directly to the BOG, CCSL would be required to pass a motion to that effect. Mr. Côté went on to say that the University's operating budget for 2006-2007 is a deficit budget. It is the first deficit budget that BOG has approved in along time. Therefore a motion to BOG would be more of a spirit of the intent as there is no surplus.

Mr. Venema asked for clarification on the structure of the funding for CCSL/Student Services and if there are any University policies on corporate sponsorships. Mr. Côté explained that CCSL has a self-contained budget within the University where 75% of funding comes from student's fees; 20% from government operating grants and a small percentage comes from revenues raised by some units represented at CCSL. He explained that there is an itemized government grant for Student Services that does not go into the University operating budget. According to Mr. Côté, the issues are: whether the University can make a contribution to Student Services over and above the current contribution; or should the government increase their contribution. These are the issues to be addressed by the subcommittee. In terms of corporate sponsorship, Mr. Côté stated that there are general university guidelines on the subject and there is some sponsorship in Recreation and Athletics, and the department of Continuing Education makes a substantial contribution to the sector. There are opportunities for corporate sponsors, and should others arise CCSL would decide which sponsors are acceptable and how to manage them.

Mr. Pruden reiterated that the subcommittee would address the issues being raised and he suggested that Council, and student members in particular, consider the mandate of the subcommittee and form the committee at the next meeting. After some discussion, it was decided that it was important to strike the committee immediately as this issue is from last semester. The Chair had no objection; however, he expressed a wish for Council to make an informed decision on the matter. He reminded Council that the main purpose of

the subcommittee was not necessarily to bring a motion to BOG, but rather to recommend strategies of alternative funding to CCSL and have CCSL possibly make recommendations to BOG. The funding is not only to increase Student Services' revenue base but to also increase the level of Student Services in future. Following some discussion it was decided that the subcommittee would act as an advisory committee to CCSL and generate ideas and strategies to be presented to CCSL where decisions would be made. The following motion was made by Mr. Stewart and seconded by Ms. Novoa:

BIRT membership of the CCSL Budget and Funding subcommittee shall be comprised of 2 undergraduate students, 1 graduate student, 3 Directors, plus 1 Chairperson.

The motion was carried unanimously.

The Chair asked for volunteers for the subcommittee membership. Council re-convened after a 5 minute break and it was decided that the subcommittee membership for the 2006-2007 academic year would be: Mr. Small, Mr. Ferrero, Mr. Schieir, Dr. Graub, Ms. Stanbra, Ms. Sheahan, and Ms. Drew. It was decided that one of the Directors would Chair the subcommittee. The Chair accepted the membership and stated that given Mr. Schieir had just arrived at the meeting, he may withdraw his offer to volunteer once he had been further informed on the details of the subcommittee. The Chair thanked Council for their decision stating that following the appointment of a Chairperson and, pending Mr. Schieir's final decision, the first meeting of the subcommittee will be scheduled.

6. REPORTS AND ITEMS OF INFORMATION

The Chair informed Council that Ms. Sheahan would not report on Recreation and Athletics, as she had to leave the meeting, instead there would be another report presented. Mr. Pruden then asked Mr. Curran to proceed with his report on the library surveys.

6.1 LIBRARY SURVEY

Mr. Curran reminded Council that the Lib QUAL Survey is a quality control device put out by the US based Association of College Research Library, (ACRL), survey that was launched at the University last spring. The survey was randomly sampled, which meant that students who physically use the library regularly were as likely to have been surveyed as students who mainly use the electronic resources. Approximately, 500 institutions of higher learning use the Lib QUAL survey however, it was the first time for Concordia. Three thousand two hundred faculty members and students were randomly sampled; 1500 undergraduate students and 800 graduate students. The survey resulted in a very high response rate of 15% and this is attributed to the fact that the CSU, graduate students and faculty really responded to the survey. More importantly, half of the responses included comments that are extremely helpful. The analysis of the survey consisted of three general areas, the library's level of service, the library as a place, and the library's collection. The results showed that overall the level of service is satisfactory, however the library as a place is unsatisfactory. Results for the library's collection were mixed. Undergraduate students felt that the service is fairly good, that the collection is

satisfactory, but that the library as a place is not satisfactory. Graduate students found the service to be satisfactory, but the collection is not satisfactory, Faculty also reported being dissatisfied with the library's collection. Mr. Curran stated these results were as they expected.

The library as a space received the lowest scores, which means the library's physical space is not near being satisfactory. Mr. Stewart asked if the information was specific to the Webster library and Mr. Curran clarified that it is related to both libraries. Although the survey was anonymous, participants were asked to identify their area of study and which library they refer to; therefore the response includes those factors. The survey showed that convenient hours of service was most important to undergraduate students; for graduate students and faculty, timely delivery of documents either electronically or in print format was most important. The library scored less than the minimum on the following: for graduate students access to photocopying and printing facilities; for faculty, the multi-media collections. General satisfaction questions revealed that the service component of the library was satisfactory. The worst score was for the library's collections, which was expected. Each user group was asked to identify three of the most important items and for undergraduates the most important item was convenient hours of service, next was making electronic resources accessible from home or office, and finally the library website enabling the independent location of information. For graduate students the most important item was making electronic resources accessible from home or office, followed by printing electronic journal collections, and finally, the library website enabling the independent location of information. For faculty, the quality of the library's collections was most important, followed by electronic resources being accessible from home or office; next was printing electronic journal collections, and finally easy to use access tools that allow locating information independently. Mr. Curran added that the comments received expressed a need for more quiet study space, and he indicated that there will be another survey next February, which will enable the library to gather and make further interpretations of participant comments. The feedback over time is important and provides comparable data between Concordia's libraries and other University libraries. Mr. Curran's presentation included photos of the facilities envisioned for the University's libraries. The enhanced physical space would include more workstations, information/learning commons, practice/presentation rooms. Mr. Curran stated that the ACLR's standard of seating space is 10% of the full-time equivalents. Concordia falls short of the standard with a maximum seating capacity of 1100 at the Webster library and 809 at Vanier library. The proposed solution to this problem is to add 50 seminar rooms immediately in Webster, 100 workstations, 300 study carrels and 100 tables. This involves the acquisition of the 5th floor, as the current space on the 4th floor would not accommodate the proposed improvements. Although the Lib QUAL survey did not provide any unexpected information, the data is reliable and the survey places the University as part of the consortium of academic libraries striving for excellence. Though it is currently not known how soon the library will reach its goals, Mr. Curran expressed appreciation that the University community, Council, and the CSU took their requests for the library to the governing bodies and to the President. Mr. Curran added that space issues are not unique to the library, it is a Concordia problem and it is a good problem to have.

Ms. Arrizza wondered if finances were a problem as well. Generally, increased space leads to increased costs. Mr. Curran said that eventually finances will become a problem, however, the need for space is so critical that the space provided would be used immediately and the furnishing would be staggered. Mr. Curran felt confident that the library could obtain corporate sponsorships to replace equipment. The collection issue is a financial concern as the money for the collection goes directly into the acquisition budget. Mr. Curran informed Council that in the submission to the capital campaign project the library requested 44 million dollars. Part of the requested amount is to furnish the seminar rooms, which present an opportunity for external donations as the rooms can be named after the donors. However, most of the requested amount goes to the acquisition budget.

Mr. Small thanked Mr. Curran for his presentation and asked about the comparison between the Vanier and Webster library and whether the survey indicated any differences in the space needs of the two libraries. Mr. Curran explained that the Vanier library does not have the acute space shortage, as the Webster library does. The science collection located at the Vanier library is mostly available electronically, thus fewer students come into the Vanier library to use the references. The Webster library houses the humanities and social sciences reference material, which is not available electronically. As such, more students come into the Webster library for both reference material and studying resulting in more congestion at Webster. Another factor is that if at some point in the future the Vanier library needs to expand, there are departments in the building that can be moved to accommodate the library expansion. There is no other place to go at Webster except to the 5th floor because it is the only other reinforced floor in the building. Ms. Caputo asked whether there was any feedback in the survey from Continuing Education students. Mr. Curran said that the survey went to students registered for credit courses; therefore Con't Ed students were not surveyed. Mr. Ferrero asked whether the entire 5th floor would have to be completely renovated. Mr. Curran said that the floor would not be completely renovated; there will be minor changes to the floor. For example, he has suggested that the offices on the periphery be converted into presentation rooms, while the space in the center of the floor will be use for stacking.

Mr. Venema noted that not all electronic periodicals are accessible from home or office and he asked if it were possible to have that done. Mr. Curran clarified that not all periodicals are available in electronic format, however, those that are available should be accessible from home or office. If they were inaccessible it may have been due to a technical problem. Mr. Curran said he would check on the problem. Mr. Bleser asked how much the survey cost and Mr. Curran said the registration fee was about \$ 3,000 however; the analysis was done in house. He did not have a total cost for all of the work, however he felt that it was money well spent as the information gathered is fundamental to the strategic planning of the libraries. Ms. Novoa asked how space outside the library would help solve the problem of space in the library. Mr. Curran reiterated his point that as space becomes available the library intends to occupy that space immediately. The Chair thanked Mr. Curran for his presentation and he turned the floor to Mr. Moran to report on the Healthy Campus initiative.

Mr. Moran stated that the healthy campus initiative began in May 2005 with an ultimate goal of promoting the health of Concordians beyond what can be done on an individual basis. The idea was to create an environment that promotes and encourages a healthy lifestyle. The subcommittee included Mr. Moran, Louyse Lussier from the Dean of Students Office as Chair, a graduate and an undergraduate student. The first task was to develop a vision as described in the minutes of May 2005. To attain their goal, the subcommittee decided to put together a database of all the health resources available at the University. This list was distributed to Council prior to the meeting. The list is not comprehensive, however it is expected to be. The database was completed in August however, there have been some technical problems with getting it set up on the Internet. The database is divided into general areas and it provides a link of all the health resources available at Concordia. One area that was lacking was input from the CSU and GSA. Mr. Moran encouraged the student representatives to go over the list and assess what could be included in terms of services offered to students. Mr. Moran remarked that the subcommittee has diminished as student reps have graduated and Mr. Moran would like to discuss membership at the next meeting. Mr. Moran hopes that CCSL spearheads new programs such as "a take the stairs" campaign, a farmers market on campus, a relaxation area for students. There are potentially a variety of programs as there are a lot of departments represented at Council. Mr. Moran stated that once the website is up, he would like to discuss how to get the community to know about the web resource. To that end there have been discussions about having some printed material distributed. Mr. Moran noted that while investigating other universities to ascertain whether a similar program existed and how they managed their website, he discovered that this was an initiative unique to Concordia. This presents a great opportunity for Concordia to be the first to implement such a program.

Mr. Small thanked Mr. Moran for his presentation and said that there were a number of things that came up that he feels CCSL should be aware of. The 7th floor cafeteria in the hall building run by Chartwells is not operating this year, presumably because it may not have been financially viable. That means there is one less place where students can get a healthy meal. What seems to be the replacement is a new UpperCrust/Tim Hortons, which is the fourth of its kind to be in the lobby in the past four years. Mr. Small felt that as a result more students are using vending machines. Mr. Small also addressed the cap on the amount of counseling sessions an undergraduate student can receive at Counseling and Development, stating that 10 sessions is not enough for many students, especially for the duration of their university career. He also advised Council of the need for improved promotion of space available to students, such as new gym in the EV building. It is difficult to find the schedule on the Recreation and Athletics website. Finally, the green house on the roof of the Hall building is not advertised at all very few people know about it. Mr. Moran advised that the information can be updated at any time and invited Mr. Small to gather any relevant information from the CSU & GSA and forward it to him. Mr. Bleser thanked Mr. Moran for the list of resources and felt that the initiative was important for students. He was appreciative of all the work put into the package and congratulated Mr. Moran on a job well done. The Chair thanked Mr. Moran and said that Council can look at revitalizing the subcommittee at the next meeting.

6. STUDENT LIFE ISSUES

The Chair indicated that the appointment of the Special Projects and Awards subcommittee is time sensitive, particularly the Special Projects as there are already projects coming in and the first deadline is upcoming. Council was reminded that the composition of the Special Projects is 3 undergraduates, 1 graduate student, plus the Chair asked if there were any volunteers for this subcommittee.

Mr. Stewart asked if the composition of the subcommittee could be amended. Ms. Novoa added that the change would be to add another undergraduate student to each subcommittee so that every undergraduate student can sit on a subcommittee. After some discussion, The Chair indicated that the request to amend the subcommittees is out of order at this time. Given that it pertains to structural changes to both of the standing subcommittees he felt that Council should have time to consider the change.

Mr. Bleser asked what the deadlines for special projects were and what was the amount of funding available. The Chair replied that the funding was for the Student Initiated and Special Projects and the total budget is \$ 150, 000. He explained that the criteria for each type of project is available in writing on the Dean of Students website and at both Dean of Students offices. Mr. Bleser further asked if all the money was given out in the past. The Chair replied that not all the funding is given out each year. Mr. Bleser wondered if there needed to be more promotion of the funding so that more students are aware. Ms. Drew explained that during her years as Chair the funding was advertised in all the student newspapers. She also clarified that the issue was not necessarily low applications it was more that the applications did not meet the criteria. Mr. Schieir asked whether the deadline would stand given that new members only had one meeting. The Chair stated that the deadline is not absolute; in fact it has been flexible in the past to give people more time to submit projects. Council was informed that the deadline was set for November 3rd and that several projects have been received thus far. Mr. Small nominated Mr. Ferrero, Ms. Novoa, and Mr. Stewart as undergraduate representatives for the Special Projects committee. Mr. Schieir informed Council that he would be representing the GSA on the subcommittee. The Chair asked if there were any objections to the nominations; there were none. Mr. Ferrero asked if the remaining funds go to future special projects, if not where would the remaining funds go. The Chair advised that it depends on the status of the overall budget, for example last year the remaining funds went to cover the deficit in the Student Services budget. The Chair remarked the second subcommittee could be struck at the next meeting as it pertains to the awards, which are held later in the year.

7. NEW BUSINESS

The Chair explained that this section of the meeting is open to any new issues to be addressed or to present issues for the agenda of the next meeting.

Ms Lipscombe indicated that the bookstore has done surveys on their website and they received 2800 responses. There have been some changes at the bookstore as a result of

the responses to the survey. Namely the extension of the refund policy, the elimination of the shrink-wrapping fee and the hours of used book buy back have been extended to five days per week. These changes have benefited both students and the bookstore as there are fewer line ups for refunds and, the bookstore is now able to offer more used books as students can now sell their used books at their convenience. Ms. Lipscombe informed Council that there is a committee set aside to work on the surveys and the surveys are part of a national initiative involving 13 other universities. The response that Concordia has received is more than the response of the other universities put together. Comments received are shared with all staff as this gives feedback as to how the bookstore is perceived and where there is need for improvement. Ms. Lipscombe also commented on the opening of the new Digital Store, which offers copying and printing services at more competitive prices. Most prices at the store have been lowered including the cost of the self-serve copiers. Mr. Stewart asked whether the survey had an assessment aspect. Ms. Lipscombe replied that there was a quantitative assessment of the survey that could be used to compare data with other schools. However, Ms. Lipscombe felt the comments were most important as they allow the bookstore staff to know exactly what can be done to improve the services. Ms. Lipscombe indicated that the cost of the software \$ 200 and the survey is managed by Campus Stores Canada. Mr. Stewart wondered how Concordia compared to other universities. Ms. Lipscombe replied that the University is leading other universities in terms of the web services provided by the bookstore. She indicated that she would be happy to supply statistics during a presentation at CCSL. Finally, Ms. Lipscombe stated that another issue raised by students is the confusion caused by changes to the signage at the bookstore. She assured Council that the bookstore has set aside funding to improve signage that would make things easier for all concerned.

Ms. Zhu expressed concern that she felt students are unaware of how much is being done for them by CCSL. She felt that because she is involved in student governance, she is more aware of how much is being done for students. However, the majority of students are unaware and she asked whether there were ways of advising students of all that is available to them. The Chair stated that he was certain that the Directors would be open to suggestions on ways to advertise their services to students. He indicated that the Directors will be contacting the student representatives at different points during the year and student representatives are welcome to offer suggestions to the Directors.

Mr. Curran notified Council that the library would be going into extended hours as of November 6th. On December 4th the Webster library will be open 24 hours, while the Vanier library will continue on with extended hours until 1 a.m. from November 6th to December 14th. The library's hours are available on the library website.

A document containing the year-end financial statement for the 2005-2006 fiscal year was circulated and Mr. Côté explained that this is the normal practice at CCSL. He reminded Council that the department of Recreation and Athletics was not part of Student Services at the time therefore, there are two separate financial statements. He explained that CCSL approves the budget for a term of three years and the document being circulated pertains to the last year of the previous budget term, which ended in May 2006.

We are currently in year one of the new budget term. Mr. Côté explained that in fiscal year 05-06, Student Services incurred a deficit of \$ 174, 000, which is attributed to the cost of the salary adjustments that resulted from the collective bargaining agreements. Though not all agreements have been concluded, those that were completed last year involved retroactive salary for four years, which presented a tremendous strain on the Student Services budget. The actual cost of the retroactive salaries was more than the deficit amount, however, the University uncharacteristically covered the deficit. Revenues at Recreation and Athletics were able to offset the costs associated with the retroactivity, as such the department recorded a surplus. The Chair indicated that questions on the budget, 2005-2006 and 2006-2007 could be presented at the next meeting. The Chair informed Council that because the first meeting was late in the semester, the dates for the meetings were rescheduled and the December meeting was cancelled as a result.

8. NEXT MEETING

The Chair noted that the composition of the subcommittees and a report from the Director, Recreation & Athletics were on the agenda for the next meeting.

Next meeting November 24th, 2006, 10:00 a.m., in H-769.

9. TERMINATION OF THE MEETING

A motion to adjourn the meeting was carried unanimously.